



News You Can Use

NEWS

MACWORLD EXPO

I'll check out the Expo in San Francisco again this year on January 6th. This is the show where new products are announced and displayed.

IN THIS ISSUE

- **Here Comes 2009**
- **Interesting Statistics**

QUICK TIP

ZOOM THE SCREEN

You can easily zoom your screen at any time to make it easier to read something. You zoom differently depending on your computer model.

Those with a scroll wheel on the mouse can hold the **Control** key and roll the wheel.

Others can hold the **Option** and **Command** keys and press **+** to zoom in, and **-** to zoom out.

Be sure Zoom is turned on in System Preferences : Universal Access.

EASY AUTOMATIC BACKUP

Backups are important to have, but if backing up takes any effort it won't get done. Two automatic solutions:

Time Machine is included with all 10.5 Leopard systems. It runs automatically every hour. You can "go back in time" to restore an old file, email, address, or photo. I like it.

SuperDuper is a \$28 program for non-Leopard users. It backs up automatically, only copying what you've changed. I used it before Leopard.

It's Been A Long Time

Here Comes 2009

Well, I got lazy and haven't sent out a newsletter since April 2008, so it was about time I wrote something.

Six And Counting

It's hard to believe that Macs Only is entering the *seventh year* of business, providing support, training, upgrades, and repairs in the Cambria area. As with any on-call business, there are quiet weeks and busy ones. I actually enjoy having my schedule run hot and cold like that.

Thank you to everyone for making Macs Only possible!

Rate Change

Well, the bad news is that it's time again for me to adjust my labor rate. After three years without a change, I've decided to increase from \$52 to \$60 per hour.

Show Me The Numbers

Interesting Statistics

As most of you know, I keep on file detailed info about client computers. This information is of great help when someone calls asking "Can my system do this?" or "What's my email password?"

Hard Drive Replacements

In six years, I've installed 46 replacement hard drives. Desktop systems had 21 drive failures; laptops had 15 failures. Most of the failures still allowed recovery of most, if not all, of the files. (See "Back It Up" in the sidebar.) The remaining 10 were laptop upgrades just to get more capacity.

Where People Live

The graph below shows the distance from my home to your place. I'm happy that over 80% of my clients are Cambrians within five miles. Another 10% are elsewhere in the county. A few live in (or have moved to) points north.

I made 298 house calls (about 1700 miles) in 2008.

MACS ONLY
RICK AURICCHIO
 805-924-1609
 805-927-0445 FAX
 rick@cfcl.com
 www.cfcl.com/rick

THE FINE PRINT

THE PRICE LIST

Standard Rate is \$60/hr.

Phone support is free, except if the call runs to a half hour. Then it's billed at the reduced rate of \$30/hr.

House calls are free within a 25-mile radius of Cambria. Each trip beyond 25 miles will incur a \$10 distance surcharge.

Email support is always free. Ask your questions and you'll get an answer, usually within a few hours.

Invoices are mailed on the first of each month, covering charges incurred during the prior month. (So, for example, you'll be billed on May 1st for work done in April.)

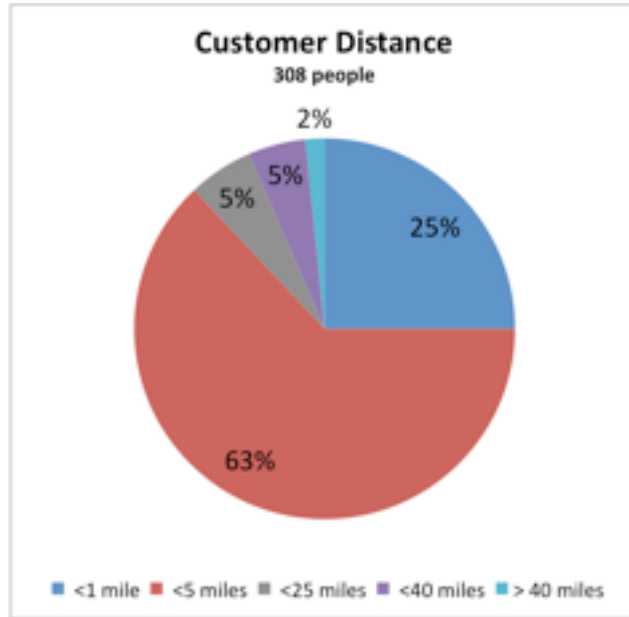
New Clients receive a one-time half hour discount !

WHAT'S IMPORTANT

Solving your problem the right way, as much as humanly possible.

Not making things worse. Some support folks try to fix one problem and end up creating new ones. Where does that leave you?

Keeping your costs down. It's more important to provide good service than to squeeze out a few more bucks. When you see a "comp" item on an invoice, it's my way of helping to keep your costs low.

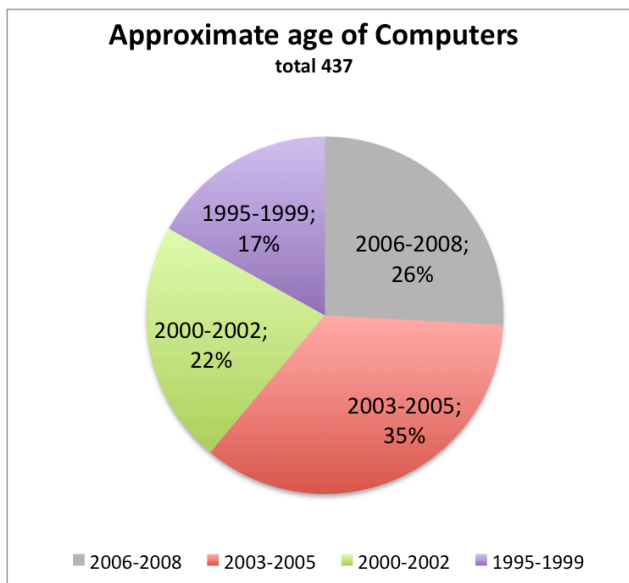


How Old?

As of this writing I have info on 437 computers.

Note that I've dated the computers based on when the computer was *first introduced* by Apple, since I don't know when you actually bought it. Using the intro date is good enough, since most models are only on the market for a couple of years.

It's interesting to see that we have a bunch of older computers still operating (most of those are old iMacs). I'll bet our Windows friends don't have computers last this long!



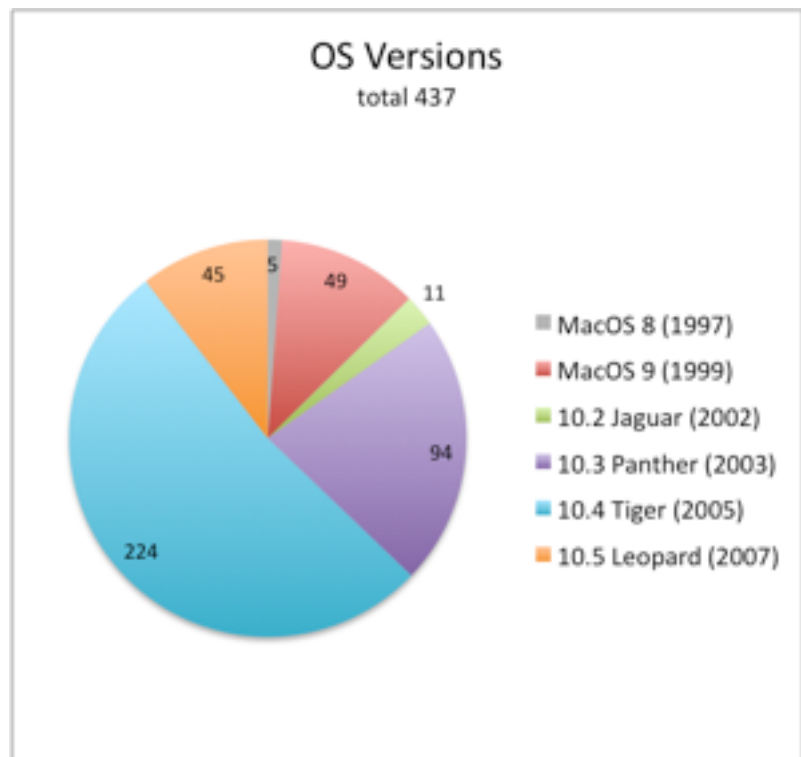
Operating System Versions

We've got a good mix of MacOS X versions, and even a few older systems still running MacOS 8 and 9. Those systems have been unsupported for about seven years; there are no updates available for any of their software. It's rare to find a new printer that will work with the old 8/9 systems.

The older 8/9 systems are probably all those old computers in the purple slice above. They're kept around for a few reasons:

- They don't use the Internet. Modern web pages just don't work with that old version of Internet Explorer;
- They run some old program well;
- They're sitting in garages.

Most of the old iMacs and the "beige" towers will eventually go to the Morro Bay Recycling Center.



A new computer will always come with the latest OS. So it's not surprising that half the systems have 10.4 Tiger, based on their age. The high Tiger percentage also includes computers that have been upgraded.

Some OS upgrades are forced by new equipment: an iPod, iPhone, or even a new application program that leaves you no choice.